

ANNUAL GENERAL MEETING  
REPORT FOR 2020-2021

**Catholic Family Services of Durham**  
**Services à la famille catholiques de Durham**



June 23, 2021  
Virtual Event

*We're here for you*

## **Mission Statement**

*We exist to provide help, hope and healing to individuals, couples and families, regardless of beliefs, through evidence-based clinical therapy, psycho-educational counselling and support. (November 14, 2018)*

## **Philosophy**

Catholic Family Services of Durham / Services à la famille catholiques de Durham intends to provide a community based service that is accessible to everyone in both English and French, and to develop a service that addresses the needs of the Region. The service shall be done with regard for the inherent dignity, freedom and equality of all persons. Catholic Family Services of Durham / Services à la famille catholiques de Durham has a special mission to those experiencing difficulties, to be in affiliation and solidarity with them and to collaborate with them in order to facilitate personal growth and well-being.

We are committed to serve in the spirit of our mission statement and according to the teachings of the Catholic Church.

## **Values**

In its work with the community, Catholic Family Services will respect the following values:

- Provide services with regard for the dignity, freedom and equality of all persons
- Serve with a spirit of compassion
- Serve with a commitment to excellence

## **Areas of Effort**

In achieving its Mission, Philosophy and Values, Catholic Family Services will:

- Develop services to address needs of the area;
- Strive for accessibility to all of its services;
- Provide a high quality counselling service to individuals, couples and families;
- Implement educational programs aimed at strengthening families and the interpersonal skills of individuals;
- Act as a resource to the parishes in Durham Region;
- Undertake community development work to strengthen the capacity of parishes to address social issues;
- Work with parishes and the community to reduce the incidence of family violence;
- Empower victims of family violence and sexual abuse in obtaining protection and in strengthening their lives;
- Provide a rewarding and supportive working and service providing environment;
- Be fiscally responsible;
- Work collaboratively/cooperatively with other social service organizations.

# Annual General Meeting Agenda

Wednesday, June 23, 2021

7:00 pm

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Welcome

Introductions

Secretary's Report

Audit Committee Report

Appointment of Auditors for 2021-2022

Governance Committee Report

Human Resources Committee Report

Annual Board Chair & Executive Director's Report

Ratification Resolution

Adjournment

# Secretary's Report

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**Catholic Family Services of Durham  
Annual General Meeting  
Held via Zoom  
Wednesday, October 14, 2020, 7pm**

**In attendance:** Stan MacLellan, Chair; Kate O'Quinn, Vice-Chair; Kathy Skribe, Secretary; Marc Poupart, Audit Chair; Alida Brydon; Rev. David Bollo; Monique Forster; Chris Leahy; Paula Raggiunti; Henry Remiz; Ann Marie Whitney; Elizabeth Pierce

**Absent:** none

**Note taker:** Tania McClean

## **Handouts**

Annual General Meeting Report for 2019-2020

### **1) Opening of AGM and Welcome at 7:00pm**

Stan MacLellan

### **2) Opening Prayer:** Kate O'Quinn and Fr. David Bollo

### **3) Acknowledgements & Introductions**

- Chair Stan MacLellan introduced our honoured guests: Michael Fullan, Executive Director of Catholic Charities, and Janine Bowyer, former Superintendent at DCDSB.

### **4) Review of Minutes** of Annual General Meeting September 11, 2019

- Kathy Skribe called for a review of the minutes of the Annual General Meeting September 11, 2019

#### **MOTION to approve the Minutes of September 11, 2019**

by Kathy Skribe, seconded by Marc Poupart. **Motion carried.**

### **5) Audit Report:** written report

- Chair Marc Poupart presented the Audit Committee Report

#### **MOTION to accept the Audit Committee Report for 2019-20**

by Marc Poupart, seconded by Ann Marie Whitney. **Motion carried.**

### **6) Appointment of Auditors**

#### **MOTION to retain Smith Chappell Marsh Vilander as auditors for 2020-21**

by Marc Poupart, seconded by Kathy Skribe. **Motion carried.**

### **7) Governance Committee Report:** written report

- Kate O'Quinn presented the committee report on behalf of the Committee.

#### **MOTION to accept the Governance Committee Report as submitted**

by Kate O'Quinn, seconded by Alida Brydon. **Motion carried.**

**8) Human Resources Committee Report:** written report

- Ann Marie Whitney presented the report on behalf of the Committee.

**MOTION to accept the Human Resources Committee Report as submitted**  
by Ann Marie Whitney, seconded by Marc Poupart. **Motion carried.**

**9) Annual Report:** written report

- Elizabeth Pierce presented some highlights of the Annual Report, with reflections on the significantly positive impact the Hub/Facilities Manager has made to the functioning of our two offices: the importance of CFSD as a service provider in our community; the strength the agency has drawn upon through our partnerships with other community agencies – both in the support of the clients and in sharing research for up-to-date policy reform and service delivery, especially during the early days of the pandemic.
- Stan MacLellan expressed his gratitude to the Board for its ongoing commitment to supporting the agency, and for governing the agency through the COVID-19 crisis. He indicated that the staff have always been exceptional and have truly met the challenges and adapted well. Stan is grateful to the Ministry for its investment to bring in the tools needed for the new service delivery, and to Catholic Charities for their support and commitment to our staff and clients. Stan expressed confidence that although there are surely more dark days ahead, we'll get through it, together.

**MOTION to accept the Annual Report as presented**

by Stan MacLellan, seconded by Monique Forster. **Motion carried.**

**10) Resolution to Ratify All Decisions and Actions taken by the Board in the Past Year**

**MOTION to ratify all decisions and actions of the Board in the past fiscal year.**  
by Kathy Skribe, seconded by Kate O'Quinn. **Motion carried.**

**11) Meeting Adjournment**

**MOTION to Adjourn at 7:24pm**

by Stan MacLellan, seconded by Henry Remiz. **Motion carried.**

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Kathy Skribe, Secretary

Approved by the Board of Directors, at the Annual General Meeting, June 23, 2021

# Audit Committee Report

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The following summary comments are regarding the audited financial statements for the year ended March 31, 2021. A summary report of said statements is part of this report, and the actual detailed statements are available upon request. Some comments may refer to such detailed statements.

- ✓ The Audit opinion is same as previous years and mentions that “the financial statements present fairly, in all material respects, the financial position of the organization”. As mentioned in the report, the qualification is common with charities since some of the revenues (client fees and donations) cannot be verified for completeness.
- ✓ Year-end results were reviewed previously with the Board of Directors. The audited statements are more comprehensive and include notes which provide details on accounting policies and account details.
- ✓ The following are summary comments on these statements and variations when compared to 2020:
  - Statement of Financial Position
    - Overall position is higher than last year and showing a very good financial position with net assets at \$416,290 compared to \$308,485 last year.
    - The agency also had a good cash position at \$424,353 which covered \$292,014 of accounts payable.
    - Within such “Net Assets” of \$416,290, there are three components:
      - Invested in Capital Assets = \$351,969
      - Internally Restricted Funds = \$ 29,966
      - Unrestricted Funds = \$ 34,355

The Capital Assets are detailed in the various elements of the Statement of Financial Position and are:

▪ Land and building	\$3,234,145
▪ Deferred Contributions from MCCS	( 1,532,336)
▪ Mortgage including due within one year	( 1,149,840)
▪ Loan from Catholic Charities	<u>( 200,000)</u>
▪ Net equity	\$ 351,969

The building and deferred contributions are being amortized over 30 years. MCCS provides special funding annually for the capital part of the mortgage payment.

- **Statement of Operations**

Overall the agency realized a profit of \$107,805 for the year (\$77,327 last year). Such profit includes the annual MCCSS subsidy of \$67,308 to pay our mortgage capital. Here are some highlights for the year:

Revenue:

- The amount received from the Ministry of Children Community and Social Services (MCCSS) was similar to last year.
- Grants from Catholic Charities was slightly higher than last year since they provided extra moneys to fund an extra therapist to help reduce the client wait list.
- Our fundraising efforts netted (after expenses) to some \$57,662 for the year, mainly from the Heart to Heart gala and supported by a great committee and staff.
- There is a rental income (\$61,040 for the year) from other agencies who are in our building. These cover our expenses allocated to their space.
- United Way grant was higher than last year and support our client services.
- Client fees were somewhat lower than last year in light of the pandemic and is strictly in line with what clients can afford.
- We received special grants from different sources during the year to help us with the increase in clients in light of the pandemic.
- Amortization of the deferred contributions was for a full year.

Expenses:

- Salaries and benefits are the main reason funders grant funds to enable the agency to provide services to its clients in need.
- Rent and occupancy expenses include a full year of building ownership.
- Program cost last year (\$60,000) was related to the money received from MCCSS for Luke's Place as a flow-through which did not come through our agency this year.
- Mortgage interest is similar to last year.
- A full year of amortization of the building (\$99,420) is mostly offset by the full year amortization of the deferred contributions (\$91,848).
- Our fundraising expenses were very well controlled this year and partially subsidised by donors.
- Other expenses are mostly in-line with last year.

✓ As mentioned previously, the detailed financial statements (previously circulated) also include other information. Some additional comments:

- Statement of changes in net assets

This statement shows reconciliations of opening/closing balances and transactions during the year of the "Invested in capital assets", "Internally restricted fund" and

“Unrestricted net assets”. The “Internally restricted fund” now shows the playground fund and the capital donation fund.

- Statement of cash flow
  - This statement shows the elements of the change in cash position from one year to the next, ending with a very good \$424,353 cash position.
  - The biggest element is in the working capital which is mainly deferred revenues which will be used next year to serve our clients.
  
- Notes to financial statements
  - In general, these notes provide good explanations of accounting policies and more details of elements of the financial statements.
  - Note 2 includes the funds received for our playground and future capital required expenses.
  - Note 3 reflects mainly the building and annual amortization. It also reflects office furniture and computer hardware which are fully amortized since we were granted the money to get these.
  - Note 6 discusses the pension plan and the merger of the DB part with the CAAT plan. The former DC plan through Catholic Charities was closed with members transferring to their personal RRSP.
  - Note 10 is with respect to the no interest loan from Catholic Charities (\$200,000) which was obtained to help with the purchase of the building.
  - Note 14 refers to the proposed merger which is in progress and expected to be completed on January 1, 2022.
  - Note 15 describes the effect of the COVID-19 pandemic on our organization which is similar to other organizations.

Respectfully submitted,

Marc Poupart  
Audit Committee Chair



**Catholic Family Services of Durham**  
**Excerpt from Audited Financial Statements**

<b>Statement of Financial Position at March 31,</b>	<b>2021</b>	<b>2020</b>
<b>Assets</b>		
<b>Current</b>		
Cash	424,353	109,461
Accounts Receivable	76,921	35,411
Prepaid expenses	51,582	17,703
	<u>552,856</u>	<u>162,575</u>
<b>Capital Assets (net)</b>	<u>3,234,145</u>	<u>3,333,565</u>
	<u><b>3,787,001</b></u>	<u><b>3,496,140</b></u>
<b>Liabilities</b>		
<b>Current</b>		
Accounts Payable	292,014	79,459
Deferred Revenue	196,521	52,996
Loan Payable	200,000	250,000
Mortgage Payable	1,149,840	67,308
	<u>1,838,375</u>	<u>449,763</u>
Deferred Contributions (Capital Assets)	<b>1,532,336</b>	<b>1,588,052</b>
Mortgage Payable (long term)		<b>1,149,840</b>
	<b>3,370,711</b>	<b>3,187,655</b>
<b>Net Assets</b>		
Invested in Capital Assets	351,969	278,365
Internally Restricted Funds	29,966	0
Unrestricted	34,355	30,120
	<u>416,290</u>	<u>308,485</u>
<b>Balance</b>	<u><b>3,787,001</b></u>	<u><b>3,496,140</b></u>
<b>Statement of Operations for the year ended March 31,</b>	<b>2021</b>	<b>2020</b>
<b>Revenue</b>		
Ministry of Community and Social Services	1,005,208	915,811
Catholic Charities of the Archdiocese of Toronto	549,416	492,318
Fundraising	57,662	57,176
Rental Income	61,040	62,874
United Ways	56,098	25,000
Client Fees	26,139	31,760
Donations	32,309	24,437
Amortization of deferred contributions	55,716	55,716
Grants and other revenue	91,848	50,000
Interest	49	2
	<u>1,935,485</u>	<u>1,715,094</u>
<b>Expenses</b>		
Salaries and benefits	1,136,557	1,079,644
Rent and occupancy cost	351,234	151,327
Program cost		60,000
Purchased services	103,204	80,872
Office	65,340	64,463
Mortgage interest	49,827	52,798
Amortization	99,420	99,423
Fundraising	2,047	20,538
Agency dues and fees	16,016	11,806
Training and education	1,042	5,368
Recreation and education programs	182	2,068
Transportation	2,417	5,648
Advertising and promotion	394	3,812
Capital project	0	0
	<u>1,827,680</u>	<u>1,637,767</u>
Excess (Deficiency) of Revenue over Expenses	<u>107,805</u>	<u>77,327</u>

*Please note the full 2021 audited financial statements are available on request*

## Governance Committee Report

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The Governance Committee is responsible for the oversight of the entire governance process of the board, including details such as attendance, adherence to the agency by-laws and board policies. Additionally, the Governance Committee oversees the maintenance of the board's composition, including recruiting, training and orienting successful board candidates.

As such, over the past year the Governance Committee has:

- Revised Board By-Laws (Page 11, 19.01) and Board Manual (page 43) to reflect The Annual Meeting of the Corporation shall be held at least once in every fiscal year of the Corporation but not more than six (6) months after the Agency's fiscal year end and not more than fifteen (15) months after the last Annual Meeting, at a time and place in the Region of Durham as shall be determined by the Board of Directors for the transaction of the following business, June 2020.
- Reviewed and made changes to Board AGM, June 2020 and returned AGM to June, November 2020.
- Did a free board assessment by Clearview Training, an assessment of the health of our Board, September 2020.
- Met virtually (along with Elizabeth, E.D. and Stan, Chair) with Gary MacDonald from Clearview Training to go over the results of the survey and discuss our next steps (Board Development Day) October 2020.
- Board Development Day was deferred as Board wished to wait until we could meet in person. The ideas for consideration included proposing the attendance at one of the two one-hour sessions provided by Family Service Ontario; having Gary from Clearview (consultant who provided the free board assessment) facilitate a Board Governance 101 workshop given new members; Strategic Planning. Or a variation of two or three of these ideas.
- Welcomed two new board members: Monique Forster, May 2020 and Janine Bowyer, October 2020.
- Board Manual revised to ensure that all our processes and practices are properly reflected, November 2020.

Respectfully Submitted,  
Kate O'Quinn, Governance Committee Chair

## Human Resources Committee Report

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There were both positive and negative events that occurred during the past fiscal year that impacted the staffing of the agency.

The pandemic caused the agency to see some temporary reductions in clinical staffing levels very soon into the lockdown, and one permanent reduction administratively due to funding challenges. As a small agency, any staffing changes are of significant impact to the organization, however, the agency managed to cope with and adapt to the losses while maintaining high quality support to the clients.

The agency was able to successfully transition from in person to virtual service delivery, in order to ensure that clients could continue receiving therapy. As the pandemic abates, and the world returns to a more “normal” state, the agency will continue to assess what Human Resources and technological infrastructure are required to ensure that those in Durham Region who need the services CFSD provides, are able to access them.

Respectfully submitted,  
Ann Marie Whitney, Chair

## Capital Campaign Committee Report

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The agency remains very committed to raising the funds needed to pay off the mortgage it currently holds with TD Bank. The goal of raising the capital funds, is to pay off the mortgage so as to redirect those occupancy dollars into front line service delivery, not just for the agency, but for its building partners as well.

An intentional pause was placed on this campaign, as the impact of the COVID-19 pandemic on operations was assessed, and a focus on the operational fundraising for the duration of the 2020-2021 year was assumed.

This, however, is not a permanent pause, and as the course of the pandemic and its consequent effect on operations is stabilizing, the agency is once again resuming community presentations about the Hub, and plans have recently begun to do a mail out campaign to re-educate the community about the Hub and its value in the community.

Respectfully submitted,  
Chris Leahy, Chair

## Communications Committee Report

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The Communications Committee was struck as a Management Advisory Committee of the Board, to assist the Agency, and by extension the Executive Director, in developing an overall communications strategy that would facilitate a strong, intentional communications presence in the community.

Over the course of the past year, COVID-19 notwithstanding, the Committee has achieved some significant deliverables:

1. The Committee developed a Communications Workplan to govern and strategically steward the Agency's communications activities.
2. A social media calendar has been procured, identifying when and what type of post will occur on Twitter, Facebook and Instagram.
3. A thorough review of the Agency's website has occurred, both in terms of content and optics, with a focus on accessibility and ease of use.
4. The Committee has begun discussions with the Capital Campaign Committee Chair regarding a strategy for a future direct mail campaign.

Respectfully submitted,  
Alida Brydon, Chair

## Fundraising Committee Report

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The 16<sup>th</sup> Annual Heart to Heart Gala was a huge success this year. Because of the pandemic it was necessary to pivot to a virtual event for this year's gala. It was a first for the committee and the board, but everyone rallied, especially our Executive Director and we held our most successful event ever. We raised over \$57,000.00. The virtual gala has given the committee many new ideas to explore for next year's gala.

Our 17<sup>th</sup> Annual Heart to Heart Gala will again be a live event and will be held at the newly renovated Deer Creek Golf and Banquet Facility in Ajax on Saturday, February 26, 2022.

Respectfully submitted,  
Kathy Skribe, Chair

## French Language Services Committee Report

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The agency continues to provide an active offer of service in French to the community. The agency's French Language Supervisor continues to be a source of support to the community and active on community tables representing the French population.

The agency was successful in completing a collaborative grant with Victim Services of Durham Region, funded through The Canada-Ontario Agreement on French Language Services, designed to increase the agency's reach in the French community specifically related to the growing issue of Human Trafficking in Durham Region. This past fiscal year, the agency partnered with the French School Boards to deliver prevention work to the schools, using all of the prevention and education documents, presentations and videos translated in the previous fiscal year through the grant.

Respectfully submitted,  
Marc Poupart, Chair

# Annual Report

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## **Message from the Board Chair and Executive Director**

The 2020/21 service delivery year was like no other in the history of the organization. As the world reeled from the onset and rapid growth of the COVID-19 pandemic, Catholic Family Services of Durham (CFSD) maintained their commitment to the provision of psychotherapeutic services to the Durham community.

### **Accomplishments:**

The most significant accomplishment to highlight in this report, is how quickly and effectively the agency pivoted to providing services virtually to clients. This allowed both agency staff and clients to remain at home as the world oriented themselves to the public health guidelines and restrictions. Initially this was done through phone support only, but as the “two-week closure to flatten the curve” was extended, the agency applied for federal grant money, which facilitated the purchase of laptops, cell phones, and an end to end encrypted video therapy platform through which sessions were offered.

The pivot to virtual therapy, from an in person only model, was in and of itself a tremendous accomplishment. However, the evaluation data from the 2020-2021 service delivery year indicates the same level of outcomes as the agency realized in previous years. In fact, although clients rated their problem severity as worse than they had reported in previous years at the start of therapy, they continued to report the same level of problem severity reduction as in previous years. In short, clients started therapy feeling worse than they ever had before, but left feeling as helped as when their problems were less severe to start with.

The agency was also successful in attaining a collaborative grant which funded an Infection Prevention and Control (IPAC) facilities assessment, protocol training, policy development and management consultation, enabling the agency to ready itself to return to in person work in a safe manner for clients and staff alike.

The agency continues to be known in the community for the high quality, professional therapy clients receive. It a testament to the agency’s outstanding staff that we continued to provide exceptional support during a time in which staff were also dealing with their own reactions to and experiences of COVID-19.

## **Challenges:**

The most obvious challenge, not unique to CFSD, was coping with the impact of the lockdowns, public health restrictions, and personal losses caused by COVID-19. CFSD staff and clients were not immune to these stressors and their accompanying implications.

Due to the pandemic, the agency's staffing compliment was reduced by two clinical personnel for a four-month period. This is equal to 1260 fewer staffing hours available at a time where demand for psychotherapeutic support increased.

Year after year, the agency experiences a demand for our services that outpaces our capacity to respond. With the negative impact of the pandemic on mental health, the agency experienced even more demand for services. As such, the wait list for ongoing services increased to an all-time high of 12 months, and people seeking initial intake single sessions were waiting on average 6-8 weeks for an appointment that would have been available either same day, or within a week pre-pandemic.

## **Looking Forward:**

CFSD is proud to be a service provider in the Durham community. The agency has valuable and effective relationships with community partners and is well aware that the work done by the agency is enhanced by these partnerships. The agency looks forward to continuing to serve the community with excellence. This goal is made possible because of the group of highly effective, qualified, and professional staff employed by CFSD, and is also made possible because the agency is governed by a Board of Directors who have given tirelessly of their time and expertise, ensuring we are able to be the presence we are in this community.

We look forward to another year of success.

Sincerely,

Stan MacLellan, Board Chair

Elizabeth Pierce, Executive Director

## **STATISTICAL REPORT ON DIRECT SERVICES**

At Catholic Family Services of Durham, our Staff ensure that the Agency is able to provide high quality psychotherapeutic support to the entire community, regardless of beliefs. We provide individual, couple, family and group psychotherapy programs. All programming is available in both English and French, and approximately half of our work is concentrated in the area of Gender Based Violence.

### **Unique Clients:**

In 2020/2021 a total of **1,166** unique persons participating in our various programs. This is down from 1,269 in 2019/2020 and can be attributed, in part, to the staffing reduction that the agency experienced due to COVID-19. The lower number of unique clients served, however, is also due to the impact the pandemic had on the clients.

### **Hours of Direct Service:**

Despite serving fewer unique clients this past service delivery year, the clients that were served received **5321.11** hours of direct service, which is slightly above last year's amount of 5268.40, indicating that there was more direct support required per unique client than in the previous year.

### **Number of Sessions:**

The increased level of support per unique client is also seen in that there were a total of **4653** phone and video sessions over the past year, up from 4,406 in person sessions over the course of the previous year.

### **No Shows and Cancellations:**

Another factor contributing to the inability to serve as many unique clients, was the high no show and cancellation rate. This is a new number being reported in the Annual Report this year, due to its significant impact on the agency's ability to serve new clients. It is presumed that this is due to the impact of juggling working from home and virtual school, along with the fact that many clients were living with the abusive person whose treatment and behaviour was the cause of their need for therapy, thereby making it unsafe to have a session. There were a total of **375** no shows and **519** appointment cancellations in 2020/2021. This represents 894 sessions that could have accommodated many new unique clients, were the above noted mitigating factors not present.

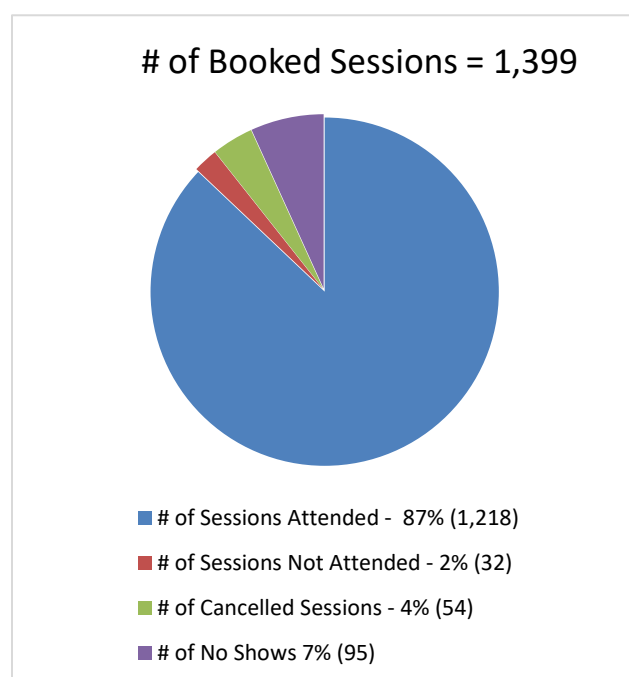
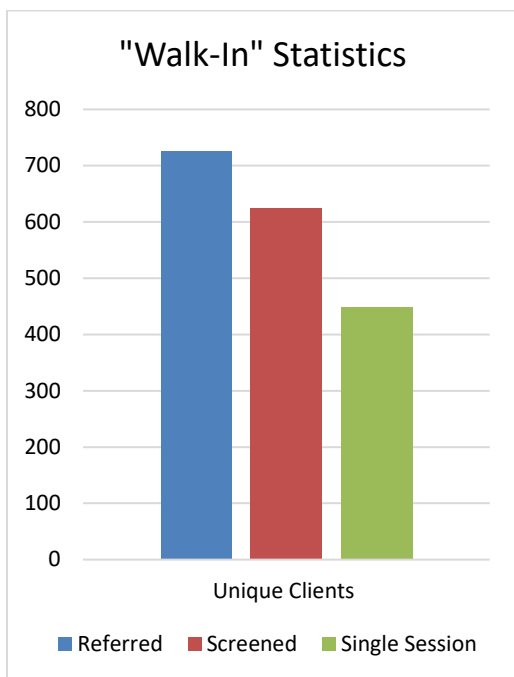


The following charts summarize the number of people served and the services they received (please note that a client may be served in more than one program area):

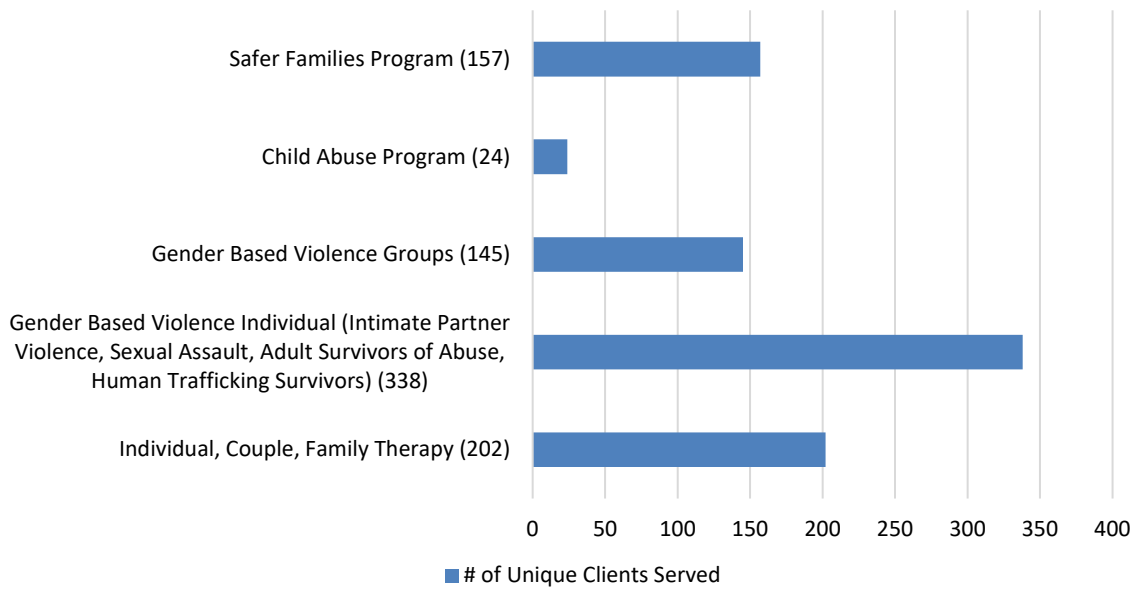
**“Walk In” Model of Intake:**

The agency employs a “walk in” model of intake. This means that every client who is interested in receiving service with the agency is required to participate in the “walk in” model of intake – a process which includes a screening to ensure the client is appropriate for the agency’s services, and a single session of therapy.

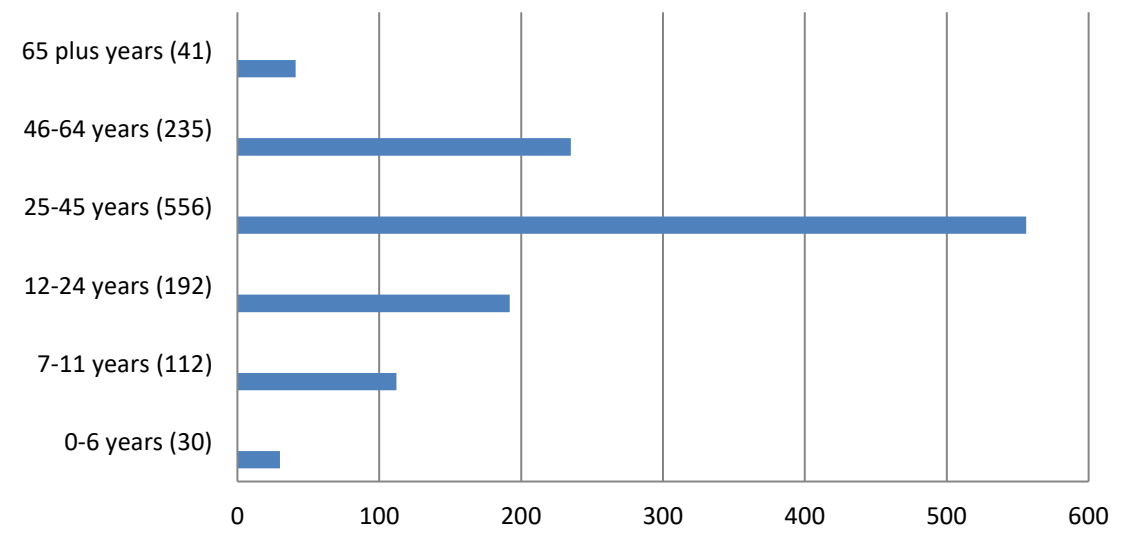
Clients who are screened as not appropriate are referred to the right service in the community. Clients who are screened appropriate are provided a single session of therapy. The client and therapist may decide the single session of therapy is all that is needed, and that concludes the client’s involvement with the agency. Or, the decision could be made to put the client on the wait list for ongoing therapy. While on the wait list, a client may access the walk-in process again for additional single sessions, once in a 4 week period, to assist them with coping and staying stable until their name comes up on the wait list. The utilization of this stabilization tool is seen in the number of unique clients served in a single session (449) versus the number of sessions attended (1,218).



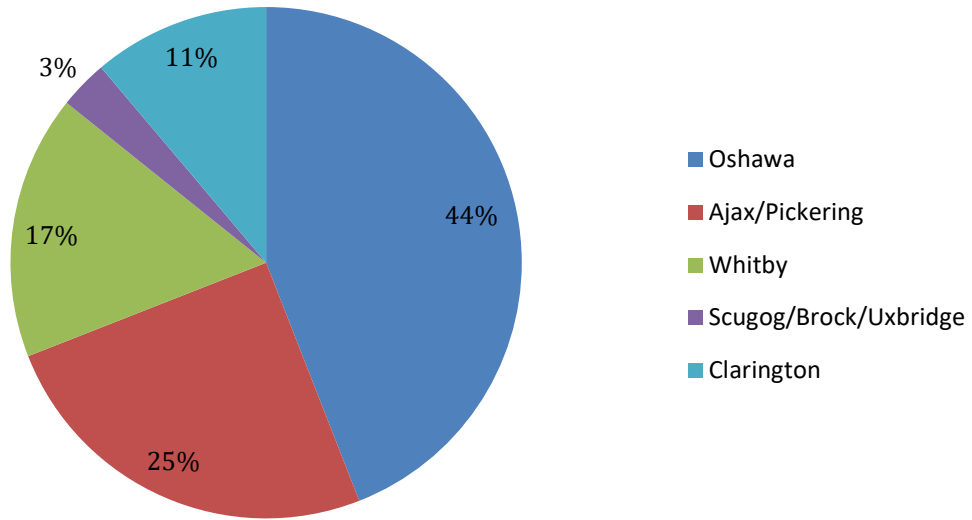
### Clients by Program



### Age of Clients



## Place of Residence



## PROGRAM DESCRIPTIONS

### General Psychotherapy Programs

#### INDIVIDUALS

Psychotherapy is offered to support and improve individual adjustment, social and emotional functioning and safety. Services are offered to individuals experiencing difficulties in areas such as coping with grief and loss; managing transitional changes; work related difficulties; struggling to overcome the effects of past abuse and/or trauma; managing stress, anxiety, depression or other mild to moderate mental health concerns; and affect management.

#### COUPLES

Psychotherapy is offered to couples to reduce the level of conflict and distress in their relationship, improve communication and to assist them to achieve a greater level of emotional intimacy and connectedness.

#### FAMILIES

Family therapy is offered to improve family relationships and family functioning, to assist families to better manage transitions such as separation, loss or blended family issues, or to help families to deal with the special needs of one or more members. Sometimes family work involves parent-child relationship issues/behavior management strategies, whereas at other times the work is assisting the family to adjust to a new developmental stage in life that they do not feel adequately prepared for, such as adolescence or young adulthood. At times, the work is reunification work, wherein families have been apart for various reasons (mental health issues, domestic violence, physical and/or sexual abuse by a care giver to a child, incest/sibling sexual abuse or some other type of safety or boundary breach for a child) and are needing professional assistance to reunify and navigate the adjustments and/or challenges potentially awaiting them during the reunification.

## Gender Based Violence and Child Abuse Programming

### COUNSELLING AND TRANSITIONAL SUPPORT FOR ABUSED WOMEN

To assist abused women or women at high risk of abuse to gain safety and protection for themselves and their children;  
To facilitate healing from trauma;  
To empower women with the skills and abilities necessary for a violence free future.

### GROUP PROGRAMMING FOR MOTHERS AND THEIR CHILDREN

To offer support and parenting techniques for mothers of children who have been exposed to violence in the home, while concurrently offering support to their children who have witnessed the violence, to enable them to process their traumatic experience and address any unresolved

### CHILDREN EXPOSED TO VIOLENCE PROGRAMMING

To enhance the social and emotional functioning of children/youth ages 4 to 18 years of age who have been exposed to a significant level of violence in their homes;  
To support positive self-care and safety;  
To assist the children to develop social skills and abilities which will promote a violence-free future.

### SAFER FAMILIES PROGRAM

To provide a differential response to families at the front end of their involvement in the child welfare system when domestic violence is an issue;  
To ensure that families desiring counselling and support for domestic violence are engaged in those services from the point of crisis, to reduce unnecessary involvement in

### CHILD ABUSE PROGRAM

To improve the emotional, social and relational functioning of children and youth ages 4 to 18 years who have been impacted by their experience of physical, emotional and/or sexual abuse.

## Evaluation Executive Summary

CFSD uses evaluation to understand the impacts and quality of counselling services. In 2020, clients completed evaluation surveys before and after before and after CFSD individual single-session walk-in and multi-session counselling services, as well as group counselling. Due to COVID, this was a year of transition in agency evaluation, with new outcome and experience surveys. Overall:

- 94 single session counselling clients rated change in hope and counselling experience
- 73 multi-session counselling clients rated knowledge, coping skills, relationships, and wellbeing;
- 113 clients rated their counselling experience

Based on analysis of outcomes and experience data, as well as visual inspection of trends over time, and thematic analysis of client comments, CFSD is offering high quality and effective counselling services to adults and youth.

Specifically, the 2020 evaluation results that CFSD counselling programs are helping reduce the severity of the presenting issue(s) and improve client:

- Hope (walk-in)
- Coping strategies
- Progress towards goals
- Knowledge about healthy relationships
- Relationship quality/healthy relationships
- Wellbeing/quality of life

- These positive client outcomes are the result of skilled and supportive staff, and well-coordinated agency operations. Based on 2020 evaluation results, clients reported:

- Feeling respected by staff
- Services are accessible & inclusive
- Services are needed and useful
- Feeling heard and understood
- Staff are welcoming and respectful
- Clients are satisfied overall

### Key findings from the 2020 evaluation report are:

CFSD group and individual counselling is creating positive outcomes for adults and youth.

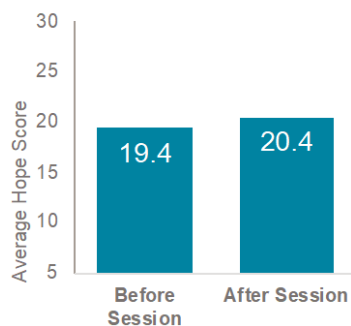
Hope increased after single session counselling.

Wellbeing and coping improved after individual and group counselling, while problem severity decreased.

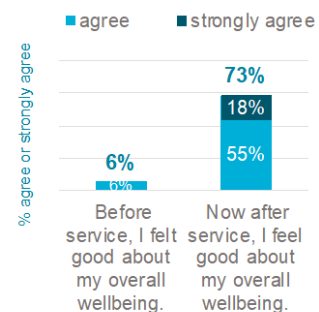
Based analysis of client ratings and comments, CFSD is providing high quality counselling services.

All clients surveyed (100%) would recommend CFSD services to others.

**Adult clients report more hope after walk-in counselling.** (n=83)



**Clients reported more overall wellbeing after service** (n=32)



**Clients agreed that CFSD provided high quality counselling services.** (n= 71)



This evaluation report provides a visual snapshot of the evaluation findings. See Appendix A for details.

## Board of Directors

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### **Stan MacLellan – Chair**

Stan MacLellan is the Chief Administrative Officer of Durham Regional Police Services. Stan has also been a part-time faculty member of the University of Ontario Institute Of Technology (UOIT), teaching within the Faculty of Criminology, Justice and Policy Studies, focusing most of his teaching energy in the areas of Leadership and Ethics.

Stan joined the Board of Directors of CFSD in May of 2011, became Vice-Chair in 2013, and is currently serving as Chair of the Board of Directors. In his spare time, Stan volunteers as a soccer coach for his local community.

### **Kate O'Quinn – Vice-Chair**

Kate O'Quinn is a retired Catholic School Principal who spent 30 years in her teaching vocation with the Durham Catholic District School Board. Kate and her husband Manny have two sons, a daughter-in-law and one grandson.

Kate is very active in her parish, St. Joseph the Worker Catholic Church, in Oshawa. Kate is involved in the Music Ministry. She is also actively involved in the Catholic Women's League at the Parish, Regional and Diocesan levels. Kate has been President of the CWL at both Parish and Regional levels and is currently Spiritual Development Chair on the Toronto Diocesan Council Executive.

Kate joined the Board of Directors of CFSD in June 2009. She has chaired the Fundraising and Capital Campaign Committees and assisted with Masses for our Board AGM's. Kate is currently Vice-Chair of the Board, Chair of the Governance Committee and a member of the Fundraising Committee.

### **Kathy Skribe – Secretary**

Until retirement 10 years ago, Kathy was bookkeeper and co-owner - along with her husband, Bill - of Durham Energy Specialist Limited, a Consulting Engineering company, and KWS Energy Services Limited, a Mechanical Construction company, for 30 years. They have 4 daughters, 5 granddaughters and 2 great-grandchildren.

Kathy has always been involved in some aspect of volunteer work in the community, is a Eucharistic Minister and active member of St. Joseph the Worker Parish.

She joined the CFSD Board in 2015. Kathy is a member of the Governance and Audit Committees, Chair of the Fundraising Committee, and holds the position of Board Secretary.

### **Marc Poupart, CPA, CA – Audit Committee Chair**

Marc was an experienced, bilingual (English / French) senior financial executive for over 40 years in a public (and private) company environment, moving through a series of different and progressive roles, recently retired from his position as Vice President, Pension and Retirement Programs at Hudson's Bay Company (HBC). Marc was also a Board member of two foundations within the HBC group, a charitable and a history foundation.

Marc joined the Board of CFSD in 2007 and is currently Chair of both the Audit Committee and French Language Services Committee and an Officer. He is also a member of the Governance Committee. Marc is also a member of the Catholic Charities' Pension & Benefits Committee where he provides his expertise to all associated agencies.

### **Reverend David Bollo**

Fr. David is a Roman Catholic priest of the Archdiocese of Toronto and presently pastor of St. Mary of the People Parish in Oshawa. Fr. David is Spiritual Advisor for the Durham Region Catholic Women's League. Father David joined the Board of Directors of CFSD as Bishop Vincent Nguyen's representative in September 2012.

### **Janine Bowyer**

Janine recently retired from a 33-year career in education as a Superintendent of Education for the Durham Catholic District School Board. Janine is currently a part-time instructor at Trent University in the Bachelor of Education program. She is an active member of Holy Family Parish in Whitby and serves as a Minister of Communion. Janine has volunteered with many community organizations and joined the Catholic Family Services Board in 2020. She is a member of the Human Resources Committee and the Communication committee.

### **Alida Brydon**

Alida is a lawyer and associate at a law firm in Whitby, and a mother of three boys. Alida is an instructor at Durham College. She also holds the position of vice chair on the executive of the insurance law section of the Ontario Bar Association. She is an active member of the Baptism ministry at St. John the Evangelist parish in Whitby. Alida has volunteered with many community organizations and joined the CFSD Board in February of 2019. She is the chair of the Communications Committee.

### **Monique Forster**

Monique is currently employed by Durham College as a Faculty Member. She serves on the Board of Trustees for the Durham Catholic District School Board. Monique is self employed as a Corporate Trainer and she serves on the Executive Committee of the Board of Directors for the College of Respiratory Therapists of Ontario. She regularly presents on topics such as Ending Violence Against Women, Women's Rights and Global Warming and its Disproportionate Effect on the Poor. Monique is currently President of the Catholic Women's League for her Parish, St. Francis de Sales, Ajax. Monique joined the CFSD Board in May of 2020.

### **Chris Leahy**

Chris Leahy BA, MBA, is a father of 3, and an experienced marketing professional. He currently sits as a regional councillor for the Town of Whitby. As a former Chair of the DCDSB and Trustee for Whitby, Chris has seen firsthand within the community the great need for the services of CFSD.

As a resident within Whitby for over 36 years, Chris has been very active within the community. He is a member of the Knights of Columbus council #4895 at St John's parish, volunteer coach with Whitby Iroquois Soccer Club, volunteer with the Heart & Stroke foundation, Whitby Roadwatch, Whitby Public Library Trustee, and a founding member of the DCDSB's Children's Foundation.

Chris joined the Board of Directors of CFSD in 2013 and during that time has been involved with the Audit and Fundraising Committees.



### **Paula Raggiunti**

Paula is a Registered Nurse with her Masters of Health Science who has worked for over 28 years in the health sector in the areas of quality assurance and patient care. Paula is an active member and volunteer at St. Francis de Sales Parish.

Paula joined the Board in September 2017 and is a member of the Human Resources and Capital Campaign Committees.

### **Henry Remiz**

Henry is a Chartered Professional Accountant with over thirty years of experience in finance, presently doing so at CRCS DKI in Oshawa. Henry has been an active volunteer in his community for over 20 years and has a long involvement in musical leadership at his parish.

Henry joined the Board in September 2017 and is a member of the Audit and Communications Committees.

### **Ann Marie Whitney**

Ann Marie moved from Alberta to Oshawa in 1985 and raised her family locally. She retired as a Peace Officer from the R.C.M.P., with over 30 years of service. She is an active member of St. Mary Of the People Parish where she is a member of the Catholic Women's League and on the Finance Committee. She has served on Parent Advisory Boards for St. Christopher Elementary School and Paul Dwyer High School in Oshawa. In the past, she has volunteered at St. Vincent's Kitchen in Oshawa and through her employer, with Bethesda House in Bowmanville and the Ontario Special Olympics in Durham. Ann Marie currently serves as Secretary on the Executive of The Board of Directors Of The Auxiliary at Lakeridge Health Oshawa.

Ann Marie joined our Board in January 2017, and serves as the Chair of the Human Resources Committee, as well as being a member of the Fundraising, Capital Campaign, and Communication Committees.

## Staff Members 2020 - 2021

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### MANAGEMENT

Elizabeth Pierce	Executive Director
Renee Ash	Clinical Program Manager
Joscelyn Henderson	Clinical Program Manager
Steve Burnett	HUB/Facilities Manager
Sue Talmey	Director of Finance

### ADMINISTRATIVE SUPPORT

Tania McClean	Executive Assistant
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### PROGRAM STAFF

Rachel Ball	Intake Worker
Tracey Camacho	Safer Families Program Supervisor / Clinical Therapist
Maddy Digman	Transitional Support Worker
Beverly Grant	Clinical Therapist
Susan Koshie	Clinical Therapist (maternity leave)
Michelle Laxamana	Clinical Therapist
Janine Lisowski	Clinical Therapist (maternity leave)
Mallory Maclsaac	Clinical Therapist
Jenny McAlpine	Clinical Therapist
Julie Marquis	Clinical Therapist
Krystal Olejko-Qaqish	Clinical Therapist
Lynette Temmerman	Transitional Support Worker (maternity leave)
Sebastian Tirovolas	Clinical Therapist
Mimma Tolfo	Group Program Supervisor / Clinical Therapist
Cindy Zamiska	French Language Services Supervisor / Clinical Therapist

### GROUP PROGRAM CHILD MINDERS

Aida Donaldson	Dolcie Golding
Lesley Law	Lori Murray
Emma Sachs	Anagha Sumant

# Thank you for your support!

We are truly grateful to those individuals and organizations who support our programs financially, as well as those who provide gifts in kind or a donation of their time.

Many of those who most need our services are in difficult financial circumstances and are unable to pay fees of any kind. Donations help us to extend our services to those in most need.

You can know that your gift is making a difference in the lives of those who come to us for service, and assists us in building a stronger, healthier community in the Region of Durham.

Yours Sincerely,

Elizabeth Pierce, BSW, MSW, RSW  
Executive Director

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Oshawa, ON L1H 4K5

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Catholic Family Services of Durham /  
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